

ABSTRACT OF THE DISCLOSURE

The call center processing system disclosed enhances the capabilities of traditional call centers. In particular, the processing system allows a call center to receive, aggregate, and index many different types of media obtained from a wide variety of sources and that relate to many different types of incidents. Thus, for example, the processing system provides a third party with the option of submitting call phone camera pictures, audio input, video camera footage, and other types of media when reporting an incident to the call center. The call center may be an emergency number (e.g., 911) call center, a service center (e.g., for a home appliance), a news reporting call center, or any other type of interactive information exchange.